



General Motors Corporation  
Customer Assistance Center  
PO Box 33136  
Detroit, MI 48232-5136

003082-S

February 2004

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1996, 1997, and 1998 model year Buick Regal; 1997 and 1998 model year Chevrolet Lumina, Malibu, and Monte Carlo; 1997 and 1998 model year Oldsmobile Cutlass; 1996 and 1997 model year Oldsmobile Cutlass Supreme; 1998 model year Oldsmobile Intrigue; and 1998 model year Pontiac Grand Prix vehicles. Some of these vehicles have a condition where the lower pinion bearing in the power steering gear may separate. Most reports indicate the driver experienced an intermittent loss of power steering assist when making left turns, usually at low speeds. Power assist is normal in right hand turns. When trying to turn left, some drivers could experience higher resistance or, in a few cases, assist towards the right. If this happens while the vehicle is moving, a crash could result.

**What Will Be Done:** Your GM dealer will inspect the condition of the lower pinion bearing and replace the lower pinion bearing, or in a few cases, replace the rack and pinion steering gear assembly. This service will be performed for you at **no charge**.

**How Long Will The Repair Take?** This inspection and service correction will take approximately 2 to 2½ hours. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below:

Division	Number
Puerto Rico – English	1-800-496-9992
Puerto Rico – Español	1-800-496-9993
Virgin Islands	1-800-496-9994

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time,

you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

**Customer Reply Card:** The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

**Customer Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Recall Information Online:** More information about this recall (including frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle. To join, visit [www.mygmllink.com](http://www.mygmllink.com) and enter your Vehicle Identification Number (VIN) included with this letter to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

Enclosure



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## **GENERAL MOTORS PRODUCT RECALL CUSTOMER REIMBURSEMENT PROCEDURE**

If you have paid to have this recall condition corrected prior to receiving this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

**If your claim is:**

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Oldsmobile	1-800-630-6537	1-800-833-6537
Pontiac	1-800-620-7668	1-800-833-7668
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**GENERAL MOTORS  
PRODUCT RECALL CUSTOMER REIMBURSEMENT CLAIM FORM**

**THIS SECTION TO BE COMPLETED BY CLAIMANT**

Date Claim Submitted: \_\_\_\_\_

Vehicle Identification Number (VIN): \_\_\_\_\_

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Claimant Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Daytime Telephone Number (Include Area Code): \_\_\_\_\_

Evening Telephone Number (Include Area Code): \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM**

**Original or clear copy of all receipts, invoices and/or repair orders that show:**

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.  
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: \_\_\_\_\_

Please mail this claim form and the required documents to:

**General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-5170**

All recall reimbursement questions should be directed to the following number:  
1-800-204-0261